



## **SHOW INFORMATION A-TO-Z**

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For assistance, please contact **ISC WEST** Client Services for General Questions or more information. Toll-Free 800.840.5602 or Outside the US at 203.840.5602 or email [inquiry@isc.reedexpo.com](mailto:inquiry@isc.reedexpo.com)

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**2016 ISC WEST SPACE SELECTION** - Sign up for the **2016 ISC WEST SHOW** at the Sales Booth. Next years show dates are **April 6 – April 8, 2016**, right here at the Sands Expo & Convention Center.

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**AGE RESTRICTIONS** - In accordance with display rules and regulations and security measures, **no one under the age of 18, INCLUDING INFANTS, will be admitted in the exhibit hall at any time. There will be no exceptions.**

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**AIR CONDITIONING AND HEATING** - Air conditioning and / or heating on the show floor of the Convention Center is provided during show days and hours only.

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**ANIMALS AT THE CONVENTION CENTER** - Animals are not permitted on the Center's premises except in conjunction with an approved exhibit or as service animals for the physically challenged. Animals that are approved to be on the Center's premises must be on a leash, within a pen or under similar control at all times. The owner will be fully responsible for their animal(s). Animal exhibits are not permitted in carpeted areas of the Center.

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**AUDIO VISUAL** - **FREEMAN Audio Visual Solutions, Inc.** is the official audio/visual service contractor of **ISC WEST**. Please refer to [FREEMAN ONLINE](#) for order information. Please be sure to indicate your booth number on all forms. **FREEMAN AV** will maintain a full staff on-site at the Exhibitor Service Center.

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**BALLOONS** - Mylar balloons are specifically prohibited. Helium balloons are prohibited in linear booths or booths with an allowable height of 12' or less. Use of balloons in other booth configurations is subject to approval by Show Management and Sands Expo/Venetian Hotel. Helium may not be stored on the premises. Balloons inside the facility must remain "tethered" to a fixed object. The balloon may be no larger than thirty-six inches (36") in diameter and must have approval prior to move-in of event from the Sands Event Services Manager and the Fire Marshal. There is a labor and equipment charge to retrieve balloons in the ceiling should they become loose.

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**BOOTH EQUIPMENT** - Each 10'x10' booth will be set with 8' high back drape, 3' high side dividers and a 7"x44" one-line identification sign.

#### **SHOW COLORS**

##### **Main Show Floor**

Back Drape: White  
Side Dividers: White  
Aisle Carpet: Black

##### **Public Safety & Security**

Back Drape: Green & White  
Side Dividers: Green  
Aisle Carpet: Green

##### **Global Expo**

Back Drape: Black  
Side Dividers: Black  
Aisle Carpet: Ballroom Carpet

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**BOOTH FURNISHINGS** - Booth equipment, services and furnishings are available through the Official General Contractor, **FREEMAN**. Please refer to [FREEMAN ONLINE](#) for more information. **FREEMAN** will maintain a full staff on-site at the Exhibitor Service Center.

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**BUSINESS CENTER SERVICES** - Located in the front lobby, the **Sands Expo & Convention Center** operates a full-service business center to provide copy/fax services, cell phone/pager rental, and small package shipping, etc.

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**CAMERA POLICY** - Personal cameras and videotaping equipment are **strictly prohibited** in all exhibit areas. Authorized press personnel and photographers must register for ISC West badges in the Press Office. If you plan to photograph your booth using someone other than the Official Show Photographer, you must make arrangements through the Press Office.

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**CATERING** - **Sands Expo Catering** has exclusive rights to all catering in the facility. All of your food & beverage needs are available - from basic coffee service, meeting room functions and booth deliveries, to receptions, theme parties, full banquets and more. Please refer to the [\*\*EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS\*\*](#) section of the manual and be sure to indicate your booth number on all forms.

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**CLEANING** - Cleaning crews will be provided for general exhibit hall clean up, including aisles, each day before the opening of the show and during show hours. If you need cleaning services in your booth - vacuuming, shampooing - you must order these services from **Sands Expo Services**.

Please refer to the [\*\*EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS\*\*](#) section of the manual and be sure to indicate your booth number on all forms.

***Show Management will only provide vacuuming the evening of Tuesday, April 14, 2015, for booth carpet ordered through and/or provided by FREEMAN. Should you want vacuuming on any remaining show evenings, and/or your carpet was NOT provided by FREEMAN, you must submit an order with Sands Expo for this service.***

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**COMPUTER RENTAL** - **National Micro-Rentals (NMR)** is the official computer supplier of **ISC WEST**. Please refer to the [\*\*EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS\*\*](#) section of the manual and be sure to indicate your booth number on all forms. **National Micro-Rentals (NMR)** will maintain a full staff on-site at the Exhibitor Service Center.

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**COPYRIGHTED MUSIC** - If any copyrighted music is to be played in your booth, you must obtain all necessary licenses from the copyright owner or licensing agency representing the copyright owner. The licensing requirements include the playing of live, as well as recorded music, (records, tapes, compact discs, etc.) and also include music, whether it is the essence of the presentation or is only used as background, on a videotape or other presentation.

The proper license must be posted in your booth and available for inspection at the request of Show Management or properly authorized agents of ASCAP or BMI. We advise you to contact these agencies as listed below to acquire the proper licenses:

ASCAP Licensing Dept.  
1 Lincoln Plaza  
New York, NY 10023  
Tel: 212-621-6000

BMI (Broadcast Music, Inc.)  
10 Music Square East  
Nashville, TN 37203-4399  
Tel: 800-925-8451, 615-401-2000

Adherence to these federally mandated copyright licensing laws is of critical importance. Failure to do so is both a violation of federal copyright law, and a breach of your contract for exhibit space for the show.

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**CRATE REMOVAL, STORAGE AND RETURN** - Empty crates, shipping containers, cardboard boxes, etc. marked with **“EMPTY STICKERS”** will be removed to storage and returned to your booth at the end of the show by our floor crew at no additional charge, **provided you have used material handling services for the delivery of your booth.** Do not store merchandise in crates or cartons marked for empty storage or behind booths- this is prohibited due to Fire Regulations in the building. **“EMPTY STICKERS”** can be acquired from the **FREEMAN** desk located at the Exhibitor Service Center. Please label your materials as soon as they are ready to be removed. We ask your cooperation in this important matter so that we can clean the aisles and install aisle carpet.

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**CUSTOMS BROKER/INTERNATIONAL SHIPPING** - **TWI Group, Inc.** is the official provider of international shipping, customs brokerage, freight forwarding and related services for the show. All merchandise imported into the United States requires Custom House Clearance prior to release from any USA port or airport. It is the sole responsibility of the exhibitor to adhere to customs and international guidelines.

The exhibitor must insure that all documents are valid and complete, and procedures are followed correctly. Show management will not be held liable for freight held up due to customs issues, duty payments or any other problems related to inbound and outbound international shipments. Visit [\*\*EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS\*\*](#) section of the manual for more information. **TWI Group, Inc.** will maintain a full staff on-site at the Exhibitor Service Center.

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**DISPLAY RULES & REGULATIONS** - Please see the **DISPLAY RULES & REGULATIONS** section of the manual for more information.

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**DISTRIBUTION OF FOOD, BEVERAGES AND TOBACCO** - All food, beverages and concessions are operated and controlled exclusively by the Center’s Food Service Department. Arrangement for serving food and/or beverages must be made through the Catering Manager. Food and/or beverages will not be allowed on the premises unless purchased through the Center’s Food Service Department or as an approved exhibit by the legal manufacturer and/or distributor.

The Center has exclusive contracts with certain food and beverage providers, e.g., soft drink. Contact the Center’s Food Service Department for specific details

A special permit is required from the State of Nevada for alcoholic beverage samples used as part of an exhibit or display. Contact the Event Services Department for permit procedures. Alcoholic beverages must be served according to Nevada Statutes, rules and regulations. Identification must be checked prior to serving alcoholic beverages, and distributing tobacco products. Tobacco products **may not** be consumed within the physical structure of the SECC, in compliance with no smoking laws.

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**ELECTRICAL** - All electrical work, including booth lighting, will be done exclusively by the **Sands Expo & Convention Center** electricians. Please refer to the [\*\*EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS\*\*](#) section of the manual for additional information.



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**EXHIBIT HALL CARPET** - The exhibit areas (booths) are NOT carpeted. The aisles will be carpeted as listed under the **BOOTH EQUIPMENT** section. To enhance the appearance of your booth, rental carpet is available through **FREEMAN**. Please refer to the Carpet Brochure and Order Form in the **FREEMAN** Online Service Manual located on [FREEMAN ONLINE](#).

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**EXHIBITOR PERSONNEL, BADGES, SHOW ACCESS** - Exhibitor staff personnel wishing to enter the exhibit floor must wear an exhibitor badge at all times. Only booth personnel with an exhibitor badge can enter the exhibition hall prior to Show hours, or those individuals who made prior arrangements for meetings. (Please stop by Show Office on-site to make the proper arrangements if this has not already been so.)

Reed Exhibitions will furnish Exhibitor with badges for use by Exhibitor's company management, company salesmen, and its distributors, whether domestic or foreign. Reed Exhibitions will also furnish badges for Exhibitor's independent sales representatives whose names were supplied to Reed Exhibitions by Exhibitor. Exhibitor badges are NOT to be issued to buyers, source suppliers, ad agencies, importers / exporters, consultants, vendors, business agents / managers, and others who wish to gain admittance for the purpose of making contacts or any other purpose.

Exhibitor badges must be worn at all times during Move-In, Show days and Move-Out.

- Misuse of Exhibitor badges is strictly prohibited. Should such a violation occur, the badge will be reclaimed by Reed Exhibitions, and the wearer will be refused further entry into display areas for the duration of the event
- Exhibitor must staff its booth(s) during all show hours
- Exhibitor personnel are permitted access to booth areas at 8:00 AM on Show days. ***For those individuals who still need a badge, one may be obtained at the Exhibitor Registration Counters.***
- Exhibitor's personnel must wear the official Exhibitor badge for admission. Security personnel will refuse entry into display areas to all persons not wearing the official Exhibitor badge.

The official Exhibitor badge is not to be altered in any manner (replaced with business card, company badge or hand written badge). Any alteration to the Exhibitor badge may result in reclaiming the badge and refusing the wearer further entry into the display areas for the duration of the event.

In order for **EXHIBITOR APPOINTED CONTRACTORS (EAC's)** to gain admittance into the Hall, Show Management requires each individual to wear a wrist band. For your convenience, wrist bands may be picked up at the Security Command Post. Proper credentials will be required. Only three designated supervisors of approved EAC's, will be issued the necessary credentials. **Please do not give Exhibitor Badges to EAC personnel for Security reasons.**

*[Refer to the Exhibitor Badge section for order information.](#)*

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**EXHIBITOR SERVICE CENTERS ON-SITE - FREEMAN** will maintain an Exhibitor Service Center during set-up, show days and dismantling. All other official show contractors will also be set up in this area as well. Any inquiries regarding booth services and orders should be made at the Exhibitor Service Center, including booth furnishings, labor, freight, utilities, and special show services. Exhibitors who have ordered labor are asked to check in at this desk when they are ready to install their exhibits.



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**EXHIBITOR SERVICE CENTER HOURS** – staff will be available at the **FREEMAN** Services Desk as follows:

| <b><u>DAY</u></b> | <b><u>DATE</u></b> | <b><u>TIME</u></b>        |
|-------------------|--------------------|---------------------------|
| Friday            | April 10, 2015     | 6:00 PM – 8:00 PM         |
| Saturday          | April 11, 2015     | 8:00 AM – 5:00 PM         |
| Sunday            | April 12, 2015     | 8:00 AM – 5:00 PM         |
| Monday            | April 13, 2015     | 8:00 AM – 5:00 PM         |
| Tuesday           | April 14, 2015     | 8:00 AM – 5:00 PM         |
| Wednesday         | April 15, 2015     | 7:00 AM – 5:00 PM         |
| Thursday          | April 16, 2015     | 8:00 AM – 5:00 PM         |
| Friday            | April 17, 2015     | 8:00 AM – 10:00 PM        |
| Saturday          | April 18, 2015     | 8:00 AM – 5:00 PM         |
| Sunday            | April 19, 2015     | 8:00 AM – 12:00 PM (Noon) |

The **Sands Expo & Convention Center** will also maintain a Service Center during set-up, show days and dismantling. Any on-site inquiries regarding orders for electrical, telephone, internet, booth cleaning, booth catering, booth lighting or compressed air/water/drain service should be made at the **Sands Service Center**.

The person in charge of your exhibit should carefully inspect and sign for all work order forms. If you disagree with a bill presented for your signature, question it immediately. If you cannot come to a satisfactory agreement with the contractor, contact Show Management. Do not put it off. Once the show has ended, it becomes very difficult to resolve issues.

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**FACILITY LIGHTING** - Lighting on the show floor of the Convention Center is provided at 50% on move-in and move-out days and at 100% on show days and is shut down within one hour after the close of the show.

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**FEED THE WHALES** - A whale is a mini-dumpster on wheels that is used to collect trash from the exhibit halls during move-in and move-out. We created this program to address safety and security concerns that have become apparent during move-in and move-out. It benefits everyone if we can keep the aisles clean in terms of streamlining move-in activities and maintaining a safe environment. It is imperative we work together so the Show opens "Clean". Special plastic bags are available *free of charge* at the Floor Manager counters and at the **FREEMAN** Service Desk. Rather than throwing trash in the aisle, we ask exhibitors and their contractors to utilize these trash bags and dispose of them in the "Whales". Some items that we really need your help on are visqueen, packing materials and general trash. Please note that ALL boxes MUST be broken down. Whales will be placed at various points along the main cross aisles. If you have any question at all, you can ask your Floor Manager.

The **Whale Program** will improve the working space on the show floor during move-in. It may also help to save you money on your own booth's cleaning cost by keeping ahead of things. And lastly, we believe that this is absolutely necessary in order to maintain a safe work environment for everybody. An aisle full of trash is like a blocked fire exit. Please advise your booth personnel and designated set-up people of this program. Any Exhibitor or Contractor who throw any type of trash (including poly) into the aisle on the morning prior to Show opening, will not only be charged for the trash removal but will risk their participation at future Shows.

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**FIRE AND SAFETY REGULATIONS** - The City of Las Vegas Fire Department, in conjunction with the **Sands Expo & Convention Center**, has very specific fire regulations/restrictions and permit requirements regarding display material within the exhibit hall. Please click [FREEMAN ONLINE](#) to review these regulations.

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**FLOOR COVERING GUIDELINES** - Reed Exhibitions will furnish carpet for all aisle ways in the Convention Center, and the daily cleaning and vacuuming of all aiseways in all exhibition areas. **Floor covering is required in all display booth areas.** Flooring may consist of hard wood, astroturf or carpeting. No vinyl or linoleum may be used. Carpet is available through the Official Service Contractor at Exhibitor's expense, or Exhibitor may provide his own carpet. Booth vacuuming is not included with the rental of carpeting from the Official Service Contractor. It must be ordered separately.

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**FLOOR MANAGERS** - We have professional Floor Managers working on the Show floor. If you have any questions, problems, or need any information at all, please stop by to see them. Counters are staffed from the first day of installation through the end of dismantling.

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**FLORAL/PLANT RENTAL** - **ExpoEase** is the official florist of **ISC WEST**. Please refer to the [EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS](#) section of the manual for order forms. Please be sure to indicate your booth number on all forms. **ExpoEase** will maintain a full staff on-site at the Exhibitor Service Center.

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**FOOD & BEVERAGE DISTRIBUTION** - All exhibitors serving food and/or beverage must comply with the rules and regulations set forth by the **Sands Expo & Venetian Catering Departments**. No Outside Food & Beverage is allowed and **Sands Expo & Venetian Catering** is the exclusive provider of all catering services at the **Sands Expo & Convention Center**.

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Please refer to the [EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS](#) section of the manual and be sure to indicate your booth number on all forms.

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**GREEN INITIATIVES** - **ISC WEST** is committed to reduce, reuse, and recycle approach to planning and producing our shows. Recycling waste, trash and other paper products and using recycled products are just a few of the steps we have taken toward "green" tradeshow experience.

For example sending out this Service Manual in a web based format conserves over 150,000 pieces of paper previously used for the 3-ring binder format!

**Here are a few examples of what you can do to help the environment:**

- Reduce, Reuse, Recycle
- Sign your office up for a recycling program: paper, plastic, cans, etc.
- Develop an online ordering system for your buyers.
- Reduce marketing on paper by opting for more electronic communication, email attendees after the show.
- Design your booth display to last for 5 years or longer using natural fibers.
- Practice Green Purchasing where ever possible by specifying Environmentally Preferable Products (EPP). These products or services contain recycled content, minimize waste, conserve energy or water, and reduce the amount of toxics disposed or consumed.
- Reduce packing material by utilizing recyclable materials and take advantage of convention center recycling options for packaging.
- Donate extra amenities or promotional products to local charities rather than shipping them back or tossing them in the trash.



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**Reed Exhibitions** has implemented the following programs and purchasing habits in an effort to reduce the amount of waste generated and encourage our clients and vendors to **Reduce, Reuse and Recycle** whenever possible.

- We have successfully implemented Express Badge on many shows, allowing attendees to print their badge on demand at show site. This process **reduces** the printing and mailing of unnecessary badges.
- Our offices are set up to **recycle** paper, plastic, cans.
- We design a show look for a minimum of 3 year lifecycle and **recycle** graphics for the same period.
- We have **reduced** paper communications both internally and externally by opting for electronic communication.
- Producing an on-line exhibitor manual **reduces** our paper consumption by over 150,000 sheets on this show alone.
- Where ever possible we partner with local charities to provide donation opportunities for our exhibitors as a way to “**reuse**” leftover products and merchandise, thus saving on packing materials and carbon emissions by not shipping home. A great way to “Reuse” material for a good cause.

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**HANDOUTS** - Exhibitors cannot distribute literature, samples, or other material outside your contracted exhibit space.

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**HOTEL/TRAVEL DISCOUNTS** - For discounted rates on hotel, airline and car rental, call the **ISC WEST** Travel Desk at (800) 388-8821, (312) 527-7300, or visit us at the [ISC West Travel Desk](#).

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**LABOR ORDERS** - Please make arrangements for the dismantling of your booth by **Thursday afternoon, April 16, 2015**. Only then can you be reasonably assured of a start time.

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**LABOR REGULATIONS** - The City of Las Vegas has several major unions that have jurisdiction over trade shows. Please plan now to abide by labor regulations. **FREEMAN** is the official labor contractor. Labor arrangements may be made to set-up, service and dismantle your exhibit. Information regarding labor jurisdiction can be found on [FREEMAN ONLINE](#). If you have any further questions or would like a quote for labor services, you may contact **FREEMAN** directly at **(702) 579-1700**.

**Floor Managers and Insurance Safety personnel will be on hand to check for adherence to the booth set up and dismantle guidelines. The safety of everyone on the show floor is a prime concern to everyone. People without the proper documentation will be asked to leave the show floor.**

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**LEAD RETRIEVAL SYSTEMS** - Please refer to the **EXHIBITOR BADGES/LEAD RETRIEVAL** section for more information.

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**LIABILITY AND INSURANCE** - Exhibitors are advised to see that their regular company insurance includes coverage outside of company premises and that they have their own theft, public liability and property damage insurance. Show Management and its contractors will not be responsible for injury or damage that may occur to an exhibitor or his/her employees or agents, nor to the safety of any exhibit or other property against theft, fire, accident, or any other destructive causes. Please review the space contract for details.

If you are not insured but would like to be for this particular event, we have contracted with John Buttine Insurance Inc. Please refer to the [EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS](#) section of the manual for contact information.



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**LICENSE AGREEMENT** - Please be sure you have read the space application for your booth for all exhibition rules and regulations. It is the exhibitor's responsibility to adhere to all rules pertaining to your license agreement.

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**MATERIAL HANDLING AGREEMENTS/ SHIPPING INFORMATION** - All freight that is to be shipped from the **Sands Expo & Convention Center** must be accompanied by a Material Handling Agreement unless you have small pieces which you intend to hand carry. All pieces must also be labeled with the booth name and number, as well as destination. Material Handling Agreements may be obtained from **FREEMAN** at the Exhibitor Service Center. You must have your exhibit completely dismantled and packed before returning your completed Material Handling Agreement to the **FREEMAN** Service Desk.

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**MATERIAL HANDLING (DRAYAGE) SERVICES - FREEMAN** is the exclusive material handling provider on the exhibit floor. They will receive all shipments, whether consigned in advance to their warehouse, or sent directly to the **Sands Expo & Convention Center**. Material handling includes storage during show days and return of your empty cartons and crates at the close of the Show.

Please refer to [FREEMAN ONLINE](#) for additional information.

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**MEETINGS IN YOUR BOOTH** - If you plan to use your booth to conduct meetings before or after official show hours, you must fax the following information to, Chris Kleine at (203) 840-5655 or email [ckleine@reedexpo.com](mailto:ckleine@reedexpo.com) by **March 17, 2015**. PLEASE NOTE: All attendees and booth personnel must have a badge to enter the exhibit hall.

1. A letter requesting early access to the Show floor for non-exhibitor personnel. Please state the exhibiting company, company contact with phone and e-mail, and booth number.
2. List the non-exhibitor personnel and type of badge they will be wearing.
3. State the time and date of the meeting.
4. State the name of the exhibitor who will meet the non-exhibitor personnel at the entrance to the show, and escort them directly to the booth.
5. Access to the floor during non-show hours will be denied unless Show Management receives this written request in advance.

#### **AFTER-HOURS IN-BOOTH HOSPITALITY**

Exhibitors wishing to hold hospitality events in their booth on the show floor, which would extend after the show has closed for the day, or which would begin prior to the close of the show and extend after the show has closed for the day, MUST complete the **AFTER-HOURS IN-BOOTH HOSPITALITY FORM** located in [EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS](#) section of this manual for consideration. In-booth hospitality functions are required to end no later than 7:00 p.m. on Wednesday, April 15, 2015 and Thursday, April 16, 2015. No after-hours, in-booth hospitality functions will be authorized for the final show day, Friday, April 17, 2015.

If your request is approved, you must order security guards from the Official Security vendor, according to the formula below, to ensure your guests do not wander from your booth into neighboring booths that are unattended after show hours. Placement of this order will be confirmed with the official security vendor two weeks prior to the date of your function.



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**NO FREIGHT AISLES** - All items left in “**NO FREIGHT**” aisles during move-in and move-out will be moved into the booth by the Official Service Contractor, to avoid delays and ensure a timely move-in and move-out process. “**NO FREIGHT**” aisles are required by Clark County Fire Rescue Division, and will be clearly marked.

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**OUTBOUND SHIPPING - FREEMAN Transportation** is the Official Domestic Carrier of **ISC WEST**. Please refer to [FREEMAN ONLINE](#) for further information and assistance regarding Air Freight, Padded Van Lines, and Common Carrier. **FREEMAN Transportation** will maintain a full staff on-site at the Exhibitor Service Center.

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**PARKING** - No overnight parking is allowed, the Venetian has ample parking lots located onsite at the Venetian and Palazzo Hotels.

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**PERSONNEL ALLOWED DURING MOVE-IN / MOVE-OUT** - In the interest of safety, only those full time employees and sales representatives of exhibiting companies and authorized personnel of Exhibitor Appointed Contractors directly responsible for the set-up and dismantling of the booth will be permitted in the exhibit areas during move-in and move-out dates and hours, consistent with Nevada state labor laws. Under no circumstance will family, guests or children (under the age of 18) be allowed on the show floor during move-in and/or move-out.

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**PHOTOGRAPHY - Oscar/Einzig Photography** is the official photographer of **ISC WEST**. Please refer to the **Oscar/Einzig** Order Form under the [EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS](#) section of the manual.

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**PRIVATELY OWNED VEHICLES (POV's)** - All **PRIVATELY OWNED VEHICLES (POV's)** will unload/load at the POV staging area located on Sands Avenue between Koval Lane and Manhattan Road (before Paradise). Please enter from Sands Avenue.

Please refer to the **POV Service Map** located on [FREEMAN ONLINE](#).

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**SALE, DELIVERY OF GOODS, AND PRODUCT REMOVAL FROM FACILITY** - Retail sales of merchandise during the event is strictly prohibited. “Retail sale” means any sale, other than bona fide commercial sale, for resale at a later time and place. The sale of sample goods is strictly prohibited except to bona fide commercial buyers for resale at a later time and place. Any such sample goods are to be delivered **ONLY** after the conclusion of the event and must be accompanied by the Exhibitor’s bill of sale for verification by security personnel. Violation of this provision subjects Exhibitor to cancellation of its exhibit space without refund. Removal, sale and / or delivery of merchandise prior to the conclusion of the event is strictly prohibited. Should Exhibitor wish to exchange soiled, worn or damaged floor samples for fresh merchandise, product release forms must be obtained from the designated property check points, completed by Exhibitor and submitted to security personnel at the exit with the merchandise to be exchanged.

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**SECURITY - Century Security** is the official booth security company. Please refer to the **Century Security** Order Form under the [EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS](#) section of the manual.

Show Management will provide perimeter security personnel on a 24 hour basis during the entire period of the show (including installation and dismantle). Every reasonable effort will be made to prevent loss; however the



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final responsibility for booth contents lies with the exhibitor. If you have items in your booth that are vulnerable to theft, take them with you when you leave the building for the day.

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**SHIPPING** - Refer to [FREEMAN ONLINE](#) for information on your shipping options.

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**SHOW OFFICE** - The Show Office will be staffed and operational as follows:

|                           |                   |                |                           |
|---------------------------|-------------------|----------------|---------------------------|
| April 11 – April 13, 2014 | 8:00 AM – 5:00 PM | April 17, 2015 | 8:00 AM – 7:00 PM         |
| April 14 – April 16, 2015 | 8:00 AM – 5:30 PM | April 18, 2015 | 8:00 AM – 12:00 PM (Noon) |

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**SHUTTLE BUSES** - Complimentary shuttle bus service will provide exhibitors and attendees with transportation from the **Sands Expo & Convention Center** to select official hotels in the afternoon daily, beginning **Wednesday, April 15 through Friday, April 17, 2015**. Shuttles will **NOT** be provided to Venetian/Palazzo, Mirage, Treasure Island or Encore/Wynn as these are considered walking distance hotels. Airport shuttle service is available from the **Sands Expo & Convention Center** to McCarran International Airport, **Friday, April 17, 2015, from 1:00 PM – 5:00 PM**. Airport bound buses will depart every hour on the hour.

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**SMOKING POLICY** - Smoking is prohibited in all areas of the Sands Expo & Convention Center, including lobbies and stairwells, at all times.

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**TELEPHONE SERVICES / INTERNET LINES** - All telecommunication services including internet lines will be handled through **Sands Expo**. Please refer to the [EXHIBITOR ACTION CHECKLIST/OFFICIAL CONTRACTORS](#) section of the manual for additional information.

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**VENDOR INVOICES** - Show Management will have personnel on hand throughout the course of the show to consult with exhibitors regarding any bills received from service companies. If there is any question as to the charges made, please consult with our show representatives before paying the bill. Do not wait until after the show to settle problems that can be easily resolved at the Convention Center.

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## **ISCW WEST BASIC SECURITY RECCOMENDATIONS**

By now you should have arranged for insurance coverage to protect your exhibit and product against damage or loss from the time it leaves your premises until it returns.

Show Management is very security conscious. We go to great lengths to provide a safe and secure environment, where exhibitors and attendees can transact their business without distraction.

### **BASIC SECURITY MEASURES:**

Among the Show's basic security arrangements are the following:

- Uniformed guards will be stationed at entrances and exits 24 hours a day and will patrol the exhibit floor during non-show hours
- Private guards may be hired from the official guard service



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- Security cages for rent. Large and small safety containers may be rented from the official contractor. Exhibitors may prefer to bring a secure container of their own, such as a lockable trunk, footlocker or strongbox that can be stored out of sight in the booth

#### **WHAT EXHIBITORS CAN DO TO ENHANCE SECURITY:**

- Exhibitor personnel must wear official Show Exhibitor badges at all times during move-in, show days and move-out. Please do not give Exhibitor Badges to anyone other than your full time employees and remove all badges from the building when you leave on your last day there. Badges left behind are often abused by unauthorized personnel so do not leave them in your booth or discard on the floor
- At the close of business each day, cover all display tables. This establishes a barrier to curiosity seekers and other would-be thieves from selecting such items to steal at a later time.
- Place your wastebasket along the aisle at the end of each day to facilitate trash removal.

**Immediately report to security or Show Management, the presence of any unauthorized visitors, or suspicious activity on the show floor.**

- Unpack product as close to the Show opening as possible. At the close of the Show, we suggest that you stay at your booth until these valuables are repacked
- Treat especially valuable goods such as prototypes as irreplaceable. If they truly are one-of-a-kind, hire your own security guard. **Under no circumstances** should such goods ever be left unattended. Plasma Screens & Flat Screens, DVD's, televisions, laptops, and other electronic devices are particularly vulnerable to theft. Remove tapes or discs at night and store them in a safe place. Keep close tabs on personal items (cell phones, purses, laptops, briefcases, etc.)
- Do not put articles of any value in a container marked "**EMPTY STORAGE**", or behind booth
- Shipping cartons should not identify contents. Use coded labels
- Give special considerations to prototypes, irreplaceable and highly valuable articles, or other sensitive items
- Be sure to send copies of Shipping Information, including all tracking numbers with your set-up people so that they know how many pieces should arrive
- Booth staffing plans should take the following into consideration:
  - Who will be at the booth during set-up and dismantling?
  - Will an inventory list be available to check complete delivery during set-up and complete shipment after dismantling?
  - Will you need a security cage?
  - Will you need a private guard?
  - Should you safeguard material in the free storage room during non-show hours?
  - Does everyone concerned know that nothing of value should be left in containers labeled "**EMPTY**"?
  - Things to consider in preparing your booth duty roster:
    - Will someone be on duty at least a half-hour before the show opens? And until show is closed for the day? Will you schedule rotation to cover lunch breaks, etc?
- All of your booth personnel should be advised to wear official show badges at all times as a security measure, and to use the official Merchandise Passes when removing items from the exhibit floor
- DO NOT leave laptop, purses, cell phones, cameras, blackberry's, etc unattended



## **SHOW INFORMATION A-TO-Z**

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#### **ONE FINAL WORD ABOUT SECURITY:**

The best security available is still inadequate and losses will occur, if exhibitors leave merchandise, especially valuable merchandise; unsecured in their booth overnight. Please place such valuables in the security room, overnight storage (subject to change), or otherwise secure all such merchandise at all times during the non-show hours.

Items particularly vulnerable to pilferage include DVD Players, monitors, personal computers and all small items of personal value. We strongly urge that these items be placed in the Security Room located on the exhibit floor.

We can assume no responsibility or liability for loss, damage or theft. That responsibility is yours, and we therefore recommend that you provide your own insurance coverage against all contingencies.

**ISC WEST closes on Friday, April 17, 2015 at 3:00 PM.** Other than aisle carpet personnel, labor will not be admitted to the Show floor until 4:00 PM. **Secure all valuables immediately!**

- Pack and label product and remove them, or hire Security until you can secure them properly. It is essential that exhibitor personnel remain in their exhibit areas until their display materials are secured. All small articles which can be easily picked up should be securely packed before you leave your booth after the Show closes at **3:00 PM**. Remember, during teardown, stay with your exhibit until your empty cartons are delivered and your goods are packed, sealed and properly labeled
- Do not leave material in your booth unlabeled at any time during move-out because many things could happen: it may be presumed abandoned; mistaken for trash; or one of your neighboring booths might label it in error!
- At the close of the show please be sure to secure all electronic equipment especially plasma screens, flat screens, laptops, and any electronic equipment

**DON'T LEAVE YOUR BOOTH UNATTENDED UNTIL YOUR MERCHANDISE IS SECURE!** Our objective is to make your show experience as worthwhile and profitable as it can be. Adhering to these simple security recommendations will go a long way to ensure your success! Do not leave material in your booth unattended at any time during move-out because many things could happen: it may be presumed abandoned; mistaken for trash; or one of your neighboring booths might label it in error! At the close of the show please be sure to secure all electronic equipment especially plasma screens, flat screens, laptops, and any electronic equipment.